



## DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT: <b>PHARMACEUTICAL SALES REPRESENTATIVES</b>	POLICY NO. <b>103.5</b>	EFFECTIVE DATE <b>01/01/03</b>	PAGE <b>1 of 3</b>
APPROVED BY:  Director	SUPERSEDES	ORIGINAL ISSUE DATE	DISTRIBUTION LEVEL(S) <b>1</b>

### **PURPOSE**

- 1.1 To describe the rules and regulations that govern all visits and contacts made by pharmaceutical sales representatives (PSR) to Department of Mental Health (DMH) directly operated programs, DMH administration and DMH employees.

### **POLICY**

- 2.1 PSRs may visit with a physician, or other clinical staff, to provide current information regarding their products only with a scheduled appointment.
  - 2.1.1 PSRs are authorized to be present briefly in authorized areas prior to and after scheduled appointments.
  - 2.1.2 PSRs are prohibited from entering any offices or areas for which they have not been expressly authorized.
- 2.2 Upon clinician request, PSRs may drop off printed or other information at the reception area. However, this request does not constitute a scheduled visit.
- 2.3 PSRs may provide current information through the use of scheduled educational displays.
  - 2.3.1 The displays must be authorized in advance by the Medical Director or designee and may occur only at scheduled times in places authorized for such activities.
    - 2.3.1.1 For further requirements, see Sections 2.1.1 and 2.1.2 of this policy.
- 2.4 Displays or postings promoting a specific product are prohibited in public areas.
- 2.5 Only PSRs known to and approved by the Medical Director or designee may visit or make contact with DMH employees.
  - 2.5.1 All PSRs not previously approved by Administration must first contact the Medical Director or designee to gain approval to visit or contact DMH employees.
- 2.6 PSRs are prohibited from providing any gifts or gratuities designed to inappropriately influence the prescribing practices or objectivity of clinical employees.



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- 2.7 Sample medications provided by PSRs for use by DMH clients will be handled in a manner consistent with DMH Policy 103.2 "Storing, Administering and Accountability of Medications".
- 2.8 It is the responsibility of the PSRs to ensure compliance with this policy and to maintain the most current version of this policy, which will be maintained in each directly operated program and in the administrative headquarters of DMH.
- 2.9 Failure by PSRs to comply with the requirements set forth in this policy, or failure to adhere to Federal Drug Administration guidelines, may result in a letter of complaint, immediate, temporary or permanent suspension of the PSR from DMH, or cancellation of all existing/future contractual agreements.
- 2.9.1 Revocation of privileges at one site, program or administration may result in similar sanctions in all DMH locations.
- 2.10 The number of PSRs per vendor with visit/contact privileges may be limited. The number of vendors with shared ownership or cross-licensing allowed to promote the same products may be limited.
- 2.11 District Managers are responsible to ensure that each PSR complies with the requirements set forth in this policy and procedure.
- 2.11.1 Any occurrence of non-compliance with this policy shall be reported to the Medical Director or designee and may result in permanent disallowance of visitation or contact privileges within DMH.

### **PROCEDURE**

- 3.1 Prior to the initial visit or contact by any PSR with DMH, District Managers are responsible to ensure that each PSR registers with the Medical Director or designee.
- 3.1.1 Each registrant must provide the following information to the Medical Director or designee:
- 3.1.1.1 Current address and both business and after-hours telephone numbers, and,
- 3.1.1.2 Name, business address and telephone numbers of his/her immediate supervisor or District Manager.
- 3.1.2 An approved list of PSRs may be obtained by directly operated programs by contacting the Medical Director or designee.



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3.1.3 Upon completion of registration, the PSRs will receive a copy of this policy and attachment (Pharmaceutical Sales Representatives Attestation Form) and will be required to attest to their compliance with the rules and regulations set forth in this policy.

3.1.3.1 A copy of the signature of attestation shall be retained by the Medical Director or designee.

3.2 When visiting any DMH site for any reason, each PSR must first sign in at the designated registration area and sign out upon the conclusion of the visit. The vendor must write the following information on the sign-in/out document:

3.2.1 The names of all physicians or other clinical staff, or group meetings with whom the PSR had appointments and the nature of the visit.

3.2.2 The name of the product(s) that will be promoted.

3.2.3 PSRs will be issued a special identification badge/label at the initial sign-in that must be worn at all times while in DMH facilities. The badge shall be returned upon sign-out.

3.3 Registration logs (sign-in/sign-out) shall be maintained consistent with DMH policy.

3.4 Each DMH registration shall maintain a list of physicians or other clinical employees who have asked that PSRs not attempt to contact them by telephone, mail or direct contact. When such a request is recorded, the PSRs are prohibited from contact with these individuals.

**AUTHORITY** DMH Policy

**ATTACHMENT** Pharmaceutical Sales Representatives Attestation Form

**ASSOCIATED POLICIES** DMH 608.2 "Conflict of Interest"

**REVIEW DATE** This policy shall be reviewed on or before January 1, 2007.

**COUNTY OF LOS ANGELES**  
**DEPARTMENT OF MENTAL HEALTH**

**PHARMACEUTICAL SALES REPRESENTATIVES**  
**ATTESTATION FORM**

I acknowledge that I have received a copy of the Department of Mental Health policy entitled Pharmaceutical Sales Representatives. I understand that it is my responsibility to maintain the most current copy of this policy.

By signing below, I attest to my compliance with the rules and regulations set forth in the Pharmaceutical Sales Representatives policy.

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Print Name

Signature

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Affiliated Company/Vendor

Date